



PATENT  
Attorney Docket No.: 36992.83

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:  Ishizaki et al.	Examiner: Shin
Serial No.: 09/964,129	Art Unit: 2143
Filed: September 25, 2001	
Title: Integrated Service Management System	

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT AND RESPONSE**

Sir:

In response to the Office Action dated January 14, 2005, the deadline for response ending on May 14, 2005 with the enclosed one-month extension of time, please amend the above-identified application as follows: